

**Annexure I**

Names of Ombudsman and Addresses of Ombudsmen centers

| <b>Areas of Jurisdiction</b>   | <b>Office of the Insurance Ombudsman</b>  |
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| Gujarat, Dadra & Nagar Haveli, Daman and Diu   | Shri Collu Vikas Rao<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor,<br>Tilak Marg, Relief Road,<br>AHMEDABAD – 380 001.<br>Tel.: 079 - 25501201/02<br>Email: oio.ahmedabad@cioins.co.in  |
| Karnataka  | Ms Neerja Kapur<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Soudha Building, PID No. 57-27-N-19<br>Ground Floor, 19/19, 24th Main Road,<br>JP Nagar, Ist Phase, Bengaluru – 560 078.<br>Tel.: 080 - 26652048 / 26652049<br>Email: oio.bengaluru@cioins.co.in |
| Madhya Pradesh, Chhattisgarh   | Shri Ajay Kumar<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>1st floor, "Jeevan Shikha",<br>60-B, Hoshangabad Road, Opp. Gayatri<br>Mandir, Arera Hills<br>Bhopal – 462 011.<br>Tel.: 0755 - 2769201 / 2769202 / 2769203<br>Email: oio.bhopal@cioins.co.in           |
| Odisha   | Shri Bimbadhar Pradhan<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>62, Forest park,<br>Bhubaneswar – 751 009.<br>Tel.: 0674 - 2596461<br>/2596455/2596429/2596003<br>Email: oio.bhubaneswar@cioins.co.in  |
| Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh. | Ms Alka Jha<br>Insurance Ombudsman<br>Office Of The Insurance Ombudsman,<br>Jeevan Deep Building SCO 20-27,<br>Ground Floor Sector- 17 A,<br>Chandigarh – 160 017.<br>Tel.: 0172-2706468<br>Email: oio.chandigarh@cioins.co.in  |
| Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)  | Shri K.Vinayak Rao<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Fatima Akhtar Court, 4th Floor, 453,<br>Anna Salai, Teynampet,<br>CHENNAI – 600 018.<br>Tel.: 044 - 24333668 / 24333678<br>Email: oio.chennai@cioins.co.in   |

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| Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh. | Ms Sunita Sharma<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>2/2 A, Universal Insurance Building,<br>Asaf Ali Road,<br>New Delhi – 110 002.<br>Tel.: 011 - 46013992/23213504/23232481<br>Email: oio.delhi@cioins.co.in  |
| Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.         | Shri Ajay Kumar Sharma<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Nivesh, 5th Floor,<br>Near Pan Bazar , S.S. Road,<br>Guwahati – 781001(ASSAM).<br>Tel.: 0361 - 2632204 / 2602205 / 2631307<br>Email: oio.guwahati@cioins.co.in  |
| Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.          | Ms G Shobha Reddy<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>6-2-46, 1st floor, "Moin Court",<br>Lane Opp.Hyundai Showroom ,<br>A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.<br>Tel.: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325<br>Email: oio.hyderabad@cioins.co.in |
| Rajasthan  | Shri Satyajeet Rajan<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Nidhi – II Bldg., Gr. Floor,<br>Bhawani Singh Marg,<br>Jaipur - 302 005.<br>Tel.: 0141- 2740363<br>Email: oio.jaipur@cioins.co.in   |
| Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.                   | Shri Pradeep Kumar Jain<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>10th Floor, Jeevan Prakash, LIC Building,<br>Opp to Maharaja's College Ground, M.G. Road,<br>Kochi - 682 011.<br>Tel.: 0484 - 2358759<br>Email: oio.ernakulam@cioins.co.in  |
| West Bengal, Sikkim, Andaman & Nicobar Islands.                                      | Ms Kiran Sahdev<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Hindustan Bldg. Annexe, 7th Floor,<br>4, C.R. Avenue,<br>KOLKATA - 700 072.<br>Tel.: 033 - 22124339 / 22124341<br>Email: oio.kolkata@cioins.co.in   |

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| Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar. | Shri. Atul Sahai<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>6th Floor, Jeevan Bhawan, Phase-II,<br>Nawal Kishore Road, Hazratganj,<br>Lucknow - 226 001.<br>Tel.: 0522 - 4002082 / 3500613<br>Email: oio.lucknow@cioins.co.in                     |
| List of wards under Mumbai Metropolitan Region excluding wards in Mumbai – i.e M/E, M/W, N, S and T covered under Office of Insurance Ombudsman Thane and areas of Navi Mumbai.  | Ms Sarojini S Dikhale<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 022 - 69038800/27/29/31/32/33<br>Email: oio.mumbai@cioins.co.in                       |
| State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Orai, Pilibhit, Etawah, Farrukhabad, Firozabad, Gautam Buddha Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanpur, Saharanpur.   | Shri Bimbadhar Pradhan<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Bhagwan Sahai Palace<br>4th Floor, Main Road, Naya Bans, Sector 15,<br>Distt: Gautam Buddha Nagar, U.P-201301.<br>Tel.: 0120-2514252 / 2514253<br>Email: oio.noida@cioins.co.in |
| Bihar, Jharkhand.  | Ms Susmita Mukherjee<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>2nd Floor, Lalit Bhawan,<br>Bailey Road,<br>Patna 800 001.<br>Tel.: 0612-2547068<br>Email: oio.patna@cioins.co.in   |
| State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region   | Shri Sunil Jain<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-24471175<br>Email: oio.pune@cioins.co.in                  |
| Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T.  | Shri Umesh Sinha<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>2nd Floor, Jeevan Chintamani Building,<br>Vasantrao Naik Mahamarg,<br>Thane (West)- 400604<br>Tel.: 022-20812868/69<br>Email: oio.thane@cioins.co.in                                  |
| The updated details of Insurance Ombudsman are available on IRDAI website: <a href="http://www.irdai.gov.in">www.irdai.gov.in</a> , on the website of General Insurance Council: <a href="http://www.gicouncil.in">www.gicouncil.in</a> , our website <a href="http://www.sbgeneral.in">www.sbgeneral.in</a>   |  |

Source:- CIO ([cioins.co.in](http://cioins.co.in))